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Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554

CGB

November 20, 2012

John Greenewald, Jr.
[REDACTED]

FOIA No. 2013-032

Dear Mr. Greenewald:

This letter responds to your recent Freedom of Information Act (FOIA) request received by the Federal Communications Commission (FCC or Commission) and assigned to the Consumer & Governmental Affairs (CGB) and Enforcement (EB) bureaus by the Commission's FOIA Office on October 22, 2012. Your request seeks complaints about the CBS television show "Person of Interest" filed since January 2012.

CGB conducted a search of the databases containing informal complaints and identified nine complaints responsive to your request. Copies of the complaints are enclosed. The Enforcement Bureau found no other documents responsive to your request.

All personal identifying information relating to the individuals who submitted or are named in the enclosed complaints or inquiries has been redacted based on Exemption 6 of FOIA, which permits agencies not to disclose files that would clearly invade personal privacy.¹ Some FCC employee names have also been redacted based on Exemption 2 of FOIA, which permits agencies not to disclose internal personnel rules and practices.²

The FCC receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, a complaint or comment does not necessarily indicate any wrongdoing by any individuals or entities named in the complaint or comment.

FOIA and FCC rules require the FCC to charge requesters for time spent searching for and reviewing responsive documents, and for copying them.³ Based on your classification as a representative of the news media, you are responsible only for the payment of duplication costs beyond the first 100 pages. Because preparing the response falls within these guidelines, the FCC is not charging you for processing it.

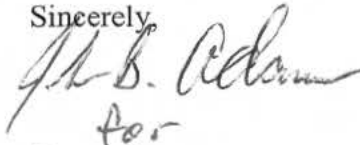
¹ 5 U.S.C. § 552 (b)(6); *see also* 47 C.F.R. § 0.457(f).

² 5 U.S.C. § 552(b)(2); *see also* 47 C.F.R. § 0.457(b).

³ 5 U.S.C. § 552(a)(4)(A)(i); 47 C.F.R. § 0.470.

If you think this response denies your FOIA request, you may file an application for review of this decision with the FCC's Office of the General Counsel within 30 days.⁴ Both the application and envelope containing it must be marked "Review of Freedom of Information Action" and the application should refer to FOIA Control No. 2013-032.

Sincerely,

A handwritten signature in cursive script, appearing to read "J. B. Adams".

for

Nancy Stevenson
Deputy Chief
Consumer Policy Division
Consumer & Governmental Affairs Bureau

Enclosures

⁴ 47 C.F.R. § 0.461(j).

Case Information

Control ID : CIMS00003368257	IC Number : 12-WB14967104	Submission Method : Web	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Profane	Assigned Code Acronym : PROF
Owner Rep Number : TSR42	Creator : cgb.475	Problem Submitted Time : 4/12/2012 11:23:40PM	Date Closed : 5/4/2012

Contact Information

Consumer Personal Information Omitted

City/State/Zip Code : OKLAHOMA CITY OK 73139

Indecency

Date of Program : 04/12/2012 Call Sign/Channel/Frequency : KWTB.DTV
Time of Program : 09:18:00 PM City/State of Program : Oklahoma City/Oklahoma
Network : CBS Program Type : TV
Name of Program/DJ/Personality/Song/Film :
Person of Interest

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
Referral Division/Dept. : IHD - Investigation & Hearings
Referral Date : 5/4/2012
EB/IHD Exported Case : 5/21/2012

Problem Description

In the program Police Detective Carter is being questioned. statement: by letting this guy run you have created a problem for the whole department. Detective Carter responds I did not let the guy run I have been trying to catch "THE SON OF A BITCH". This is not the first time profanity has been use in this program. Every episode the profanity gets worse. Please do something to clean up the airwaves. I honestly believe that if primetime was viewed from 6 PM to 10 PM on any of the networks CBS, ABC or NBC the only time you wouldn't be subject to profanity or offensive material would be during the commercials. PLEASE PLEASE clean up the airwaves. Levy some fines and reduce the national debt. Thank you.

Case Information

Control ID : CIMS00003348503	IC Number : 12-WB14946959	Submission Method : Web	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Content Criticism	Assigned Code Acronym : PCCR
Owner Rep Number : TSR42	Creator : cgb.475	Problem Submitted Time : 3/9/2012 3:51:50PM	Date Closed : 4/5/2012

Contact Information

Consumer Personal Information Omitted

City/State/ZipCode : RAVENNA OH 44266

Indecency

Date of Program : 03/08/2012 Call Sign/Channel/Frequency : WOIO
 Time of Program : 9:00PM City/State of Program : Ravenna
 Network : CBS Program Type : TV
 Name of Program/DJ/Personality/Song/Film :
 Person of Interest

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
 Referral Division/Dept. : IHD - Investigation & Hearings
 Referral Date : 4/5/2012
 EB/IHD Exported Case : 4/25/2012

Problem Description

Dear Sir

Last evening March 8, 2012 at 9:00 PM I was watching my favorite program, Person of Interest. On this program they had the most disgusting thing I have ever seen. They had two men kissing, and it was ever bit as sickening to me as a woman with her boobs out is to another woman.

This crap is nothing more than the Homosexuals trying to shove their life style down everyone throat. This program is watched by a number of young people and they should not be forced to watch this trash on public television.

It is apparent that the homosexuals are using the TV, and the movies, to further their cause and I want it stopped.

Case Information

Control ID : CIMS00003339429	IC Number : 12-R3339429	Submission Method : Email	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Changes	Assigned Code Acronym :
Owner Rep Number : PCC12	Creator : email.reader	Problem Submitted Time : 3/2/2012 4:09:07PM	Date Closed : 3/5/2012

Contact Information

Consumer Personal Information Omitted

Problem Description

Email Subject: Inaccurate info on description of TV programs

3/2/2012 4:10:58 PM - Email Acknowledgement sent to [REDACTED] b6

[REDACTED] wrote on 3/2/2012 4:09:07 PM : b6

This has happened several times. The latest time was with last night's program "Person of Interest." The description of the show on Dish said it was a new episode and first aired 3/2/2012. It was episode 9. That was false. It was a repeat of an earlier show. Next Thursday's show is episode 17. How do networks get away with this deception? I'd like to know if they are breaking any FCC rules. My name is [REDACTED], phone [REDACTED] email address is [REDACTED] reply would be appreciate. b6

Sincerely, b6

Form Type	2000F - Other Communications Complaint Not Covered by Form 2000A through Form 2000E		
Complaint Number	12-C00371635-1	Complaint Source	Web
Date Received	02/16/2012	Attachments	No
Category	Programming	Subcategory	Content Criticism

Complainant Information

Company			
Address			
City/State/Zip	middletown	DE	19709

Complaint Information

Company			
Call Sign	TV Channel		
City/State/Zip			
Comments	don't know if I'm contacting the proper 'company' regarding my complaint but here goes: its seems pretty recent but what's been happening during several of our most popular shows HAWAII 50, PERSON OF INTEREST etc. they have been playing music during the talking parts which is almost impossible to hear what is being said. It used to be during action parts etc they would play music but why (in Gods name) would they need to play music during speaking parts? It's become so annoying we just change the station. thank you for your cooperation. [REDACTED] bb		

Form Type	2000E - Media (General) Complaint		
Complaint Number	12-C00411483-1	Complaint Source	Web
Date Received	07/19/2012	Attachments	No
Category	Other	Subcategory	Alleged Rule Violation

Complainant Information

Company			
Address			
City/State/Zip	louisville	KY	40220

Complaint Information

Company	insight		
Call Sign		TV Channel	
City/State/Zip			
Comments	<p>about 10pm july 19 the signal from insight for channel 5 in louisville ky blacked out. signal was from a rochester cbs station being used [perhaps illegally as there has been local information that the rochester cbs affiliate was being used by insight without compensation or agreement] blacked out several times over the span of 15 minutes or so. when the signal finally stabilized, the local wkly cbs affiliate was the station providing the signal.</p> <p>no information for this outage was transmitted from 10:01 till the transfer was done. after contacting the local insight customer service, the representative had no knowledge of the switchover. she stated there was no plan to rebroadcast the program content. this action prevented a contiguous broadcast of the program "person of interest". please accept this complaint and please seek to prevent future outages like this, or at least have the operator rebroadcasts the episode or make other remuneration available. thank you</p>		

Form Type	2000C - Disability Access Complaint		
Complaint Number	12-C00416215-1	Complaint Source	Web
Date Received	08/07/2012	Attachments	No
Category	Disability	Subcategory	Closed Captioning

Complainant Information

Company			
Address			
City/State/Zip	Reed City	Mi	49677

Complaint Information

Company			
Call Sign		TV Channel	
City/State/Zip			
Comments	<p>Person of Interest (& all others that I watch)</p> <p>Closed captioning starts to lag behind dialog, up until 3-5 sentences have been spoken, then the captioning skips ahead to catch up, missing what's been said. This is very frustrating for someone hard of hearing like myself. I don't know if it's the network or the TV station that has the problem. It is not the satellite provider, since we previously had Dish Network, and had the same problem. The only resolution I would like is that the closed captioning meet the same standards as on other networks, notably USA & TNT, two of the best.</p>		

Case Information

Control ID : CIMS00003384902	IC Number : 12-R3384902	Submission Method : Phone	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Profane	Assigned Code Acronym : PROF
Owner Rep Number : TSR29	Creator : mary.shaak	Problem Submitted Time : 5/3/2012 1:48:07PM	Date Closed : 5/4/2012

Contact Information

Consumer Personal Information Omitted

City/State/ZipCode : DENVER CO 80219

Indecency

Date of Program : 9/29/11 Call Sign/Channel/Frequency : KCNC channel 4.1
Time of Program : 8:00 - 9:00 pm MST City/State of Program : DENVER, CO
Network : CBS Program Type : TV
Name of Program/DJ/Personality/Song/Film :
PERSON OF INTEREST - episode 'Ghosts'

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
Referral Division/Dept. : IHD - Investigation & Hearings
Referral Date : 5/4/2012
EB/IHD Exported Case : 5/21/2012

Problem Description

SEE ATTACHMENT.

Received & Inspected

SEP 18 2012

FCC Mail Room

Approved by OMB

3060-0874

Estimated time per response: 15 minutes

**Federal Communications Commission
Washington, DC 20554**

FCC Form 475B

Obscene, Profane, and/or Indecent Material Complaint Form

In order to process your complaint, the Commission needs the information marked below with an asterisk (*). Information not marked with an asterisk (*), if available, is also helpful.

Consumer Information:

*First Name: _____

Middle Initial: _____

*Last Name: _____

*Post Office : _____
Box Number _____

*Street Address: _____

(Either Street Address OR Post Office Box is required)

*City: DENVER

*State: COLORADO

*Zip Code 80219

E-Mail Address: _____

Daytime Telephone Number: _____

Program Information:

*(1) Date of Program: 07/12/2012

*(2) Time of Program: 9⁰⁰ - 9⁵⁹ PM MST

(3) Network: CBS

*(4) Call Sign, Channel **OR** Frequency of the station on which you viewed/heard the material: KCNC 4-1

*(5) City and State where program was viewed or heard: Denver Colorado

(6) Name of Program or DJ/Personality/Song/Film: Person Of Interest

*Please include below as many details about the program as possible in order to help the FCC determine whether the material was obscene, profane, and/or indecent (such as specific words, language, images, etc.):

"talk about a ball bustin"
I consider this profane, indecent &
obscene material & I am asking the FCC
to fine KCNC & CBS

You are not required to submit a transcript or an audiotape, videotape, CD/DVD or other recording in support of your complaint. Doing so, however, may help expedite the processing of your complaint. If you choose to submit a transcript you should send both this complaint and the transcript to The Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street, SW, Washington, DC 20554. If you choose to submit an audiotape, videotape, CD/DVD or other recording, you should send both this complaint form and the recording to Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 9300 East Hampton Drive, Capitol Heights, MD 20743. Any documentation of the programming becomes part of the Commission's records and cannot be returned.

For additional information, please see our Obscene, Profane, and Indecent Broadcasts Fact Sheet at <http://www.fcc.gov/cgb/consumerfacts/obscene.pdf>.

FCC NOTICE REQUIRED BY THE PRIVACY ACT AND PAPERWORK REDUCTION ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints about obscene, profane and indecent programming. The public reporting for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERF, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to Leslie.Smith@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

In addition, the information that consumers provide when filling out FCC Form 475B is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless

Case Information

Control ID : CIMS00003479203	IC Number : 12-R3479203	Submission Method : Scanner	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Indecent	Assigned Code Acronym : INDE
Owner Rep Number : TSR29	Creator : melanie.cook	Problem Submitted Time : 9/20/2012 2:40:53PM	Date Closed : 9/21/2012

Contact Information

Consumer Personal Information Omitted

City/State/ZipCode : DENVER CO 80219

Indecency

Date of Program : 7/12/12 Call Sign/Channel/Frequency : KCNC 4-1
Time of Program : 9:00 - 9:59 pm MST City/State of Program : DENVER, CO
Network : CBS Program Type : TV
Name of Program/DJ/Personality/Song/Film :
PERSON OF INTEREST

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
Referral Division/Dept. : IHD - Investigation & Hearings
Referral Date : 9/21/2012
EB/IHD Exported Case : 10/4/2012

Problem Description

See Attachment

Approved by OMB
3060-0874
Estimated time per response: 15 minutes

**Federal Communications Commission
Washington, DC 20554**

Received & Inspected

FCC Form 475B

Obscene, Profane, and/or Indecent Material Complaint Form

OCT 07 2011

FCC Mail Room

In order to process your complaint, the Commission needs the information marked below with an asterisk (*). Information not marked with an asterisk (*), if available, is also helpful.

Consumer Information:

*First Name: [REDACTED]
Middle Initial: [REDACTED]
*Last Name: [REDACTED]
*Post Office :
Box Number
*Street Address: [REDACTED]

(Either Street Address OR Post Office Box is required)

*City: DENVER
*State: CO.
*Zip Code: 80219 - 1404
E-Mail Address:
Daytime Telephone Number:

Program Information:

* (1) Date of Program: 09/29/2011
* (2) Time of Program: 8⁰⁰ - 9⁰⁰ PM MST
(3) Network: CBS

*(4) Call Sign, Channel OR Frequency of the station on which you viewed/heard the material: KCNC CHANNEL 4.1 DENVER, CO

*(5) City and State where program was viewed or heard: DENVER, CO.

(6) Name of Program or DJ/Personality/Song/Film: "PERSON OF INTEREST"
Episode "Ghosts"

*Please include below as many details about the program as possible in order to help the FCC determine whether the material was obscene, profane, and/or indecent (such as specific words, language, images, etc.):

DURING THE PROGRAM ONE OF THE CHARACTERS
TOLD ANOTHER ONE "KISS MY ASS!"
I BELIEVE THIS WAS OBVIOUSLY OBSCENE,
PROFANE & INDECENT MATERIAL, AND I AM
ASKING THE FCC TO FINE KCNC & CBS.

You are not required to submit a transcript or an audiotape, videotape, CD/DVD or other recording in support of your complaint. Doing so, however, may help expedite the processing of your complaint. If you choose to submit a transcript you should send both this complaint and the transcript to The Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street, SW, Washington, DC 20554. If you choose to submit an audiotape, videotape, CD/DVD or other recording, you should send both this complaint form and the recording to Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 9300 East Hampton Drive, Capitol Heights, MD 20743. Any documentation of the programming becomes part of the Commission's records and cannot be returned.

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Case Information

Control ID : CIMS00003467072	IC Number : 12-R3467072	Submission Method : Scanner	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Content Criticism	Assigned Code Acronym : PCCR
Owner Rep Number : TSR42	Creator : melanie.cook	Problem Submitted Time : 8/30/2012 10:34:21AM	Date Closed : 8/31/2012

Contact Information

Consumer Personal Information Omitted

City/State/ZipCode : DENVER CO 80219

Indecency

Date of Program : 8/16/12
Time of Program : 9:00-9:59 pm MST
Network : CBS
Name of Program/DJ/Personality/Song/Film :
Person of Interest

Call Sign/Channel/Frequency : KCNC-TV 4-1
City/State of Program : Denver, CO
Program Type : TV

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
Referral Division/Dept. : IHD - Investigation & Hearings
Referral Date : 8/31/2012
EB/IHD Exported Case : 9/6/2012

Problem Description

See Attachment

Federal Communications Commission
Washington, DC 20554

Received & Inspected

FCC Form 475B

AUG 23 2012

Obscene, Profane, and/or Indecent Material Complaint Form

FCC Mail Room

In order to process your complaint, the Commission needs the information marked below with an asterisk (*). Information not marked with an asterisk (*), if available, is also helpful.

Consumer Information:

*First Name: _____

Middle Initial: _____

*Last Name: _____

*Post Office : _____
Box Number

*Street Address: _____

(Either Street Address OR Post Office Box is required)

*City: DENVER

*State: CO

*Zip Code 80219

E-Mail Address: _____

Daytime Telephone Number: _____

Program Information:

* (1) Date of Program: 08/16/2012

* (2) Time of Program: 9⁰⁰ - 9⁵⁹ pm MST

(3) Network: CBS

*(4) Call Sign, Channel OR Frequency of the station on which you viewed/heard the material: KCNC-TV 4-1

*(5) City and State where program was viewed or heard: _____

(6) Name of Program or DJ/Personality/Song/Film: PERSON OF INTEREST

*Please include below as many details about the program as possible in order to help the FCC determine whether the material was obscene, profane, and/or indecent (such as specific words, language, images, etc.):

AT APPROXIMATELY 9³⁶ PM MST, ONE OF
THE CHARACTERS IN THIS PROGRAM SAID
"KISS MY ASS" AT 9⁴¹ "I'M SCREWING HIM"
AT 9⁴¹ "HE'S THE ONE WHO SCREWED UP" I CONSIDER
THIS OBSCENE, PROFANE, & INDECENT AND I AM ASKING
THE FCC TO FINE ~~KCNC~~ & KCNC.
CBC

You are not required to submit a transcript or an audiotape, videotape, CD/DVD or other recording in support of your complaint. Doing so, however, may help expedite the processing of your complaint. If you choose to submit a transcript you should send both this complaint and the transcript to The Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 445 12th Street, SW, Washington, DC 20554. If you choose to submit an audiotape, videotape, CD/DVD or other recording, you should send both this complaint form and the recording to Federal Communications Commission, Consumer & Governmental Affairs Bureau, Consumer Inquiries and Complaints Division, 9300 East Hampton Drive, Capitol Heights, MD 20743. Any documentation of the programming becomes part of the Commission's records and cannot be returned.

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